

FISCAL NOTE

HB 686 - SB 1687

February 19, 2007

SUMMARY OF BILL: Requires each state department, agency and instrumentality, to every extent possible, answer its main telephone line by use of an employee during regular office hours.

ESTIMATED FISCAL IMPACT:

MINIMAL

Assumptions:

- Excludes any department, agency or instrumentality, or any division(s) of such, which is expressly authorized by statute, or rule, to operate a fully or partially automated telephone service.
- Excludes telephone service which requires automation to assist the hearing impaired.
- State departments and state divisions currently require their employees to answer main phone lines during regular office hours to the greatest extent practicable.

CERTIFICATION:

This is to duly certify that the information contained herein is true and correct to the best of my knowledge.

A handwritten signature in black ink, appearing to read "James W. White". The signature is fluid and cursive, with the first name "James" written in a larger, more prominent script than the last name "White".

James W. White, Executive Director